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APPENDIX E

Continuity of Operations (COOP) Procedures

E-1 General. This appendix contains basic procedures to continue operations when the system is down. It also includes data collection and entry procedures to use when the system is on-line again. These procedures are set up in an SOP format. Use them to set up a COOP for your installation.

a. **SUBJECT.** Continuity of Operations Procedures for data collection and entry when the system is down.

b. **AUTHORITY.** Issued under the authority of the Troop Issue Subsistence Officer (TISO) _____.
(enter installation name)

c. **PURPOSE.** To define procedures used for data collection when the system is down and entry of data collected when the system is on-line again.

d. **SCOPE.** This COOP assigns responsibilities and describes data collection and entry procedures to use when the system is on-line again.

e. **APPLICABILITY.** Applicable to all personnel assigned to the _____
_____ TISA, IFA, DFO.
(enter installation name)

f. **OBJECTIVES.** The objectives of this COOP are:

- (1) To assign responsibilities to TISA, IFA, and DFO personnel.
- (2) To provide instructions regarding manual processing to be used when the system is down.
- (3) To ensure dining facilities are notified when the system goes down.
- (4) To ensure stock and financial accountability is maintained until AFMIS is operational again.
- (5) To describe procedures for verification of system files when AFMIS is operational again.

g. **ABBREVIATIONS.** See appendix A for abbreviations and section 4 of the End User Manual for the files used in each subsystem.

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E-2. Implementation Instructions. In the course of normal operations, the AFMIS computer can go down. Should this happen, the mission of the TISA, IFA, and DFO does not change. All personnel must know and understand the COOP and implement manual procedures as quickly as possible to minimize the adverse effects of system failure or down time. Use the following manual procedures when the system is down.

a. TISA. The TISO or designated representative immediately notifies all TISA personnel that the system is down and directs the implementation of manual data collection and processing procedures (para E-3). The TISA manually records activities to enter into the system later. Date and time stamp all entries to ensure they are in order and transactions are not rejected once the system is on-line.

(1) The TISO contacts the SA to determine the problem and requests an estimate of downtime, if available.

(2) After the SA notifies TISA that the system is on-line, the TISO reviews critical AFMIS database tables (MIF, VRGC, CIF, IUF, CAH, CAT, VIF, etc.) to verify all data. This process must be performed before new data is entered to prevent file corruption. Verification procedures are described in paragraph E-4.

(3) Once the database is verified, the TISO confirms the date the system went down and directs the start of data entry procedures (para E-5). Data is entered daily and, at the completion of the day's business, the End of Day process is run before the next day's processing begins. Daily data entry reflects the day's processing. The End of Month process should be run on the last working day of the month. It may be run as early as 5 days before the last calendar day of the month to allow for weekends and holidays.

(4) After new data is entered, the TISO directs that processing be resumed and informs the SA that normal processing is under way. Monitor the system to ensure data accuracy. If discrepancies are detected, stop processing and notify the SA.

b. IFA. The IFA or designated representative notifies all IFA office personnel, contract dining facility managers, and military food service sergeants that the system is down and directs the implementation of manual data collection and processing procedures (para E-3). The IFA manually records activities to enter into the system later. Date and time stamp all entries to ensure they are in order and transactions are not rejected once the system is on-line.

(1) The IFA contacts the SA to determine the problem and requests an estimate of the length of downtime, if available.

(2) After the SA notifies the IFA that the system is on-line, the IFA reviews critical AFMIS database tables (MMF, MMR, RHF, RIN, RIF, REF, etc.) to verify all data. This process must be performed before new data is entered to prevent file corruption. Verification procedures are described in paragraph E-4.

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(3) Once the database is verified, the IFA and the TISO confirm the files and approve the start of data entry (para E-5). Data is entered daily and, at the completion of the day's business, the End of Day process is run before the next day's data is entered. Daily data entry reflects the day's processing. You must coordinate with the TISO before entering data to ensure that implementation procedures are used in the correct order.

(4) When data entry is complete, the IFA directs that processing be resumed and informs the SA that normal processing is under way. Monitor the system to ensure data accuracy. If discrepancies are detected, stop processing and notify the SA, TISO, and dining facility operators.

c. DFO. The DFO manager or designated representative immediately notifies all DFO office personnel and the IFA that the system is down and directs the implementation of manual data collection and processing procedures (para E-3). The DFO manually records activities to enter into the system later. Date and time stamp all entries to ensure they are in order and transactions are not rejected once the system is on-line.

(1) The DFO manager contacts the SA to determine the problem and requests an estimate of downtime, if available.

(2) After the SA notifies the DFO manager that the system is on-line, the manager reviews critical DFO database tables (BDFA__INFO, MSTMENU, RCPHEAD, TOT__HC 2969, etc.) to verify all data. This process must be performed before new data is entered to prevent file corruption. Verification procedures are described in paragraph E-4.

(3) Once the database is verified, the DFO manager directs the start of data entry procedures (para E-5). Data is entered daily and, at the completion of the day's business, the End of Day process is run before the next day's processing begins. Complete the monthly inventory and cash turn-in on the first day of the new month. You must coordinate with the TISO and IFA to perform data entry to ensure that implementation procedures are executed consistently.

(4) When data entry is complete, the DFO manager directs that processing be resumed and informs the SA that normal processing is under way. Monitor the system to ensure data accuracy. If discrepancies are detected, stop processing and notify the SA, TISO, and IFA.

d. SUMMARY. You must begin manual processing immediately after the system goes down to minimize the adverse effects of system failure. Use established procedures so transactions are recorded and a chronological record is available when the system is on-line again. If all procedures are implemented, recovery should be timely and accurate.

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E-3 Manual Processing and Data Collection Procedures.

- a. TISA. Use the following procedures when you are notified that the system is down:

NOTE: No data collection procedures are set up for the Document History, Financial Accounting, Reports and Inquiries, and Files Maintenance Functions of AFMIS. Data changes to the MIF, CIF, or other files can be noted on the most current file report and entered later.

(1) Issues. The warehouse foreman starts manual collection procedures when notified by the TISO. Personnel continue to issue subsistence using available TISA issue documents. When all TISA issue documents are completed, additional issues are recorded manually on DA Form 3294-R, DA Form 3161, etc. Use the following procedures:

(a) Manually record the quantity issued in the Supply Action column on the DA Form 3294 Report (Facsimile) (PCN AJK-XE1), ARCS Shopping List (PCN AJK-XC2), or on another accountability form.

(b) Have the customer sign the completed issue document.

(c) Enter the issue date in the top right hand corner of the document.

(d) Return the completed and signed issue document to the warehouse foreman. All issue documents are put in chronological order and returned to the TISA administrative office at the end of each business day. They will be entered into the system later.

(2) Receipts. Warehouse personnel continue to receive subsistence from supporting sources. Receipts are processed according to type. Use the following procedures:

(a) DPSC/DSO Receipts. When the items are delivered to the warehouse, personnel use standard receiving procedures to process the receipt. No VRGC control number is assigned to the receipt. Write the receipt date in the top right hand corner of the document.

(b) BPA Receipts. When the vendor delivers BPA items to the warehouse, personnel use standard receiving procedures. Write the receipt date in the top right hand corner of the document.

(c) DVD Receipts. When the vendor delivers DVD items to the warehouse, personnel use standard receiving procedures. Write the receipt date in the top right hand corner of the document.

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(d) Return the completed receipt documents to the warehouse foreman. The receipt documents are put in chronological order and returned to the TISA administrative office at the end of each business day. They will be entered into the system later.

(3) Requisitions. The supply clerk starts manual collection procedures when notified by the TISO. Only emergency requisitions can be processed when the system is down. Use the following procedures:

(a) Emergency requisitions are processed off-line by telephone to the supply source.

(b) The clerk records all requisitions on a data collection sheet. Once the requisition is recorded, write the date in the top right hand corner of the sheet.

(c) Use a serial number from the off-line requisition log.

(d) Return the completed data collection sheet to the warehouse foreman. The data collection sheets are put in chronological order and returned to the TISA administrative office at the end of each business day. They will be entered into the system later.

(4) Storage Location. When storage locations change or are added while the system is down, record the changes on the latest copy of the Storage Location Report (PCN AJK-993). Use the report to enter data when the system is on-line again.

(5) Direct Vendor Delivery. The DVD clerk starts collecting data manually when notified by the TISO. If the system is down for a long time, it may be necessary to create orders for DVD vendors using the following procedures:

(a) The clerk creates customer level orders using a vendor supplied order form or another issue document.

(b) Once the order form is recorded, write the date in the top right hand corner of the form. Place a copy in the DVD File. Keep the file in chronological order.

(c) Receipts can be entered in the DVD Receipts and Issues process as an "Order Not Due-in."

b. IFA. Use the following procedures when you are notified that the system is down:

(1) Use the most current printed files and reports to continue operating.

(a) Master Menu File (MMF).

(b) Master Menu Recap (MMR).

(c) Recipe Ingredient File (RIN).

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- (d) Recipe Header File (RHF).
- (e) Recipe Instruction File (RIF).
- (2) Get a current print of these files from the SA every month.
- (3) File Maintenance processing is suspended until the system is on-line again.
- (4) Note any changes on the file prints for later entry into the system.
- c. DFO. Use the following procedures when you are notified that the system is down:
 - (1) General. Meal production and other routine dining facility operations continue using the sources below.
 - (a) Use the system generated production schedules and kitchen requisition worksheets until they are outdated. Use the DA Forms 3034 and 3034-1 to keep track of routine and intensive management items.
 - (b) If printed records are not on file or the system is down for a long time, printed records of the Master Menu and recipe files are available at the IFA office.
 - (2) Use the DA Form 3161 or DA Form 3294-R to request rations when the DFO shopping list reports are outdated.
 - (3) Headcount Reporting. Headcount may be reported directly to the TISA.
 - (a) If the system is down for more than 4 days, record headcounts on DA Form 2970 and submit the form to the TISA.
 - (b) Once the information is entered, the dining facility account is updated, keeping the account status current and the IFA reports accurate.
 - (4) DF to DF Transfers. Use DA Form 3161 to list the items and quantities transferred. The DFO enters quantities received and signs the form. Submit the completed DA Form 3161 to TISA. Once the transfer is entered, the inventory balances on hand and dining facility accounts are adjusted.
 - (5) Turn-in to TISA Transfer. No turn-ins can be made when the system is down. Turn-ins sent earlier are processed when the system is on-line again.

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(6) ROS/SOC. Reports of survey and statements of charges are not processed while the system is down. Only an end-of-fiscal-year dollar value ROS or SOC can be processed when the system is down.

(7) Inventory. You can't complete a standard inventory when the system is down. System inventory balances on hand can't be reconciled with your count entries.

(a) If a dining facility account status exceeds the authorized tolerance, the IFA can direct that an inventory be taken to establish the value of subsistence on hand. The information is used to deduct the inventory value from expenditures to estimate the actual account status.

(b) If the IFA requests the inventory value, use DA Forms 3234-R and 3234-1-R to conduct an inventory and calculate the value.

E-4 Verification Procedures. Use the following procedures to verify database files when the system is on-line again. Verify the files before you begin data entry procedures.

a. TISA.

(1) Customer Account Header (CAH)/Customer Account Trailer (CAT) Files. Check all data by doing a DFA Inquiry and verifying that the latest entries are correct.

(2) Customer Information File (CIF). Check all data by doing a Customer Information File Inquiry. Compare the screen data to the latest print of the file.

(3) Issue List Header File (ILH). Use the Issue Inquiry to check for all issue documents entered before the system went down.

(4) Installation Uniques #1 File (IUF). Ask the SA to perform an ISQL query and verify the file.

(5) Installation Uniques #2 File (IUF2). Ask the SA to perform an ISQL query to verify the file.

(6) Master Item File (MIF). Check that the balance on hand, transaction register, and due-in quantities are correct by doing an MIF Inquiry on random items. Check all items using the latest printout to verify that the latest entries are also correct.

(7) Vendor Information File (VIF). Ask the SA for a file print to review entries in this file.

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b. IFA.

(1) Master Menu File. Print a report for the current month's menus. Review the report to make sure the menus are complete.

(2) Master Menu Recapitulation. Print a report for the current month. Review the report to make sure the recap is complete.

(3) Master Item File Reference File (REF). Use the MIF Inquiry to verify that the unique recipe NSNs are still on file.

(4) Recipe Header File (RHF), Recipe Instruction File (RIF), Recipe Ingredient File (RIN). Ask the SA for file prints. Use them to verify that all recipes are on file.

c. DFO.

(1) Account Header File (ACCT_HEAD). Use the Dining Facility Account Card or Account Status Inquiry to verify the account status. It should be the same amount it was before the system went down.

(2) Basic Daily Food Allowance Information File (BDFA_INFO). Use the Dining Facility Account Card Inquiry to review the BDFA values.

(3) Cash Turn-in File (CASH_TURNIN). Ask the SA for a file print to verify the accuracy of the cash turn-in dollar value.

(4) Cross Reference (CROSS). Ask the SA to verify that all DFOs are listed on the file.

(5) Issue Frequency File (ISSFREQ). Use the Review Issue Frequency Schedule subprocess to review the issue schedule.

(6) Kitchen Requisition File (KITREQN). Ask the SA for a file print. Use the Kitchen Requisition and Returns Reports (PCN AJK-425) to verify the file data.

(7) Master Item File (MIF). Print a copy of the Dining Facility Inventory Report (PCN AJK-PR1) to review the inventory balances on hand.

(8) Recipe Files. Ask the SA for a file print of the recipe header, instruction, and ingredient files. Verify that there is a recipe header, instruction, and ingredient file record for each recipe.

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(9) Shopping List File (SHOPLIST). Ask the SA for a file print. Verify that the shopping lists you didn't send to TISA are still on file. If the submission and issue dates are outdated, delete the shopping list. If the dates are valid and the data is accurate, release the shopping lists to TISA using the Shopping List Update processes.

(10) Bulletin Board Data File (BBD). Review the DFO Bulletin Board Screens to verify the TISA and IFA messages. If no messages are displayed notify the TISA and IFA.

(11) Total Headcount DA Form 2969 File (TOT_HC_2969). Ask the SA for a file print. Use the Headcount/Cash Collected Reports (PCN AJK-A01) to verify the file data.

E-5 Data Entry Procedures. Use these procedures to enter data after the files are verified.

a. TISA.

(1) DPSC/DSO/Commissary Receipts. Process receipts before you enter issue data. Use the following procedures to enter data collected manually:

(a) Use the Receipt Inquiry process to see if there are open receipts on file.

(b) Use the Process Receipts process to close the open receipts and process others you receive while the system is down.

(2) BPA/Local Purchase Receipts. Use the Blanket Purchase Agreement Inquiry to see if there are open receipts on file. Use the BPA Receipts process to close open receipts and process others you receive while the system is down.

(3) Issues. Process issues after all receipt data is entered.

(a) Use the Issue Document Query/Modify/Execute option to process ARCS shopping lists for items received before downtime and issued during system downtime. You can modify and execute shopping lists that were received before the system went down by changing the issue date.

(b) Use the Convert Ration Requests to Issue Documents or the Other Issues process to prepare FRIS and ARCS shopping lists not received before downtime and for items issued during system downtime.

(c) Use the Convert Ration Requests to Issue Documents process to prepare box lunch issues.

(4) Requisitions. Use the off-line requisition log to complete the following processes.

(a) DPSC/DSO/Commissary/Non-BPA Local Purchase Requisitions. Use the Post-Post Requisition process. See paragraph 5.4.5 for processing instructions.

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(b) BPA Requisitions. Use the Create BPA Vendor Orders process. See paragraph 5.7.1 for processing instructions.

(5) Direct Vendor Delivery.

(a) If a daily DVD requirement exists on the date the system goes down, the required delivery date for that requirement can't be processed. This creates a "missed" requirement when the system returns on-line.

(b) If missed requirements exist, use the Review and Adjust Customer Orders Screen AJK-773 to delete them. See paragraph 5.2.2.5 in the TISA AIS Manual 25-L37-AJK-ATT-EM-1 for processing instructions.

(c) Use the DVD Receipts and Issues process to enter receipts you receive while the system is down.

b. IFA. If data is missing from the menu or recipe files, ask the SA to load the backup files. This can reduce the amount of data you need to enter.

c. DFO.

(1) Headcount. Use the Headcount Cash Collected process to enter headcounts not reported to TISA during system downtime. You can enter earlier headcounts until the account is closed for that period.

(2) Inventory Balances on Hand. After TISA sends the system issues and other inventory transactions for the downtime period, use the Monthly Inventory subfunction to conduct a 100 percent inventory. This ensures your balances on hand are current and accurate.

(3) Production Schedule. Keep the manual DA Forms 3034 and 3034-1 used during system downtime. They provide the production history for that time. File them with your AFMIS reports.

(4) Dining Facility Account Status. After TISA completes transactions for the downtime period, use the Dining Facility Account Inquiry to review your account status and account card. Review them to ensure all transactions are current and accurate.